

Training Courses & Related Services

Develop & Implement Customer Service Standards

Duration	1 x 6 hours	Min-Max Group Size	10 -20
Who should attend	<p>All staff & managers of organisations seeking to improve the level of customer service through development & implementation of customer service standards & systems.</p> <p>This course is suited to organisations that want to deliver agreed standards of customer service by all staff all the time.</p>		
Course aims	To provide organisations with a practical program for establishing & maintaining their required level of customer service.		
Learning outcomes	<p>On successful completion of this course participants will be able to:</p> <ul style="list-style-type: none"> • Define customer service & establish the level of customer service to be delivered by the organisation • Consult & communicate with colleagues & customers on customer service • Develop & review customer service policies, procedures & documents • Deal with difficult customers & complaints so as to continually improve customer service 		
Course Content	<p>Define Customer Service Define customer service & set the customer service standards in the organization</p> <p>Consult & Communicate in the workplace Conduct communication with customers & colleagues in a polite, professional & friendly manner taking into account & using appropriate levels of language & non-verbal communication.</p> <p>Develop & Review customer service policies Learn how to use provided pro-forma of customer service policies & procedures to select & develop organizational customer service procedures</p> <p>Deal with difficult customers Learn how to record & handle difficult customers & customer complaints in a way that allows customer service to be continually improved</p>		
Documents issued on successful completion	Statement of Attendance		
Price per person	POA.	Price per in-house course	POA